BELL DATA SYSTEMS, INC.

Client Services Network / HMIS Module Detail

General Information

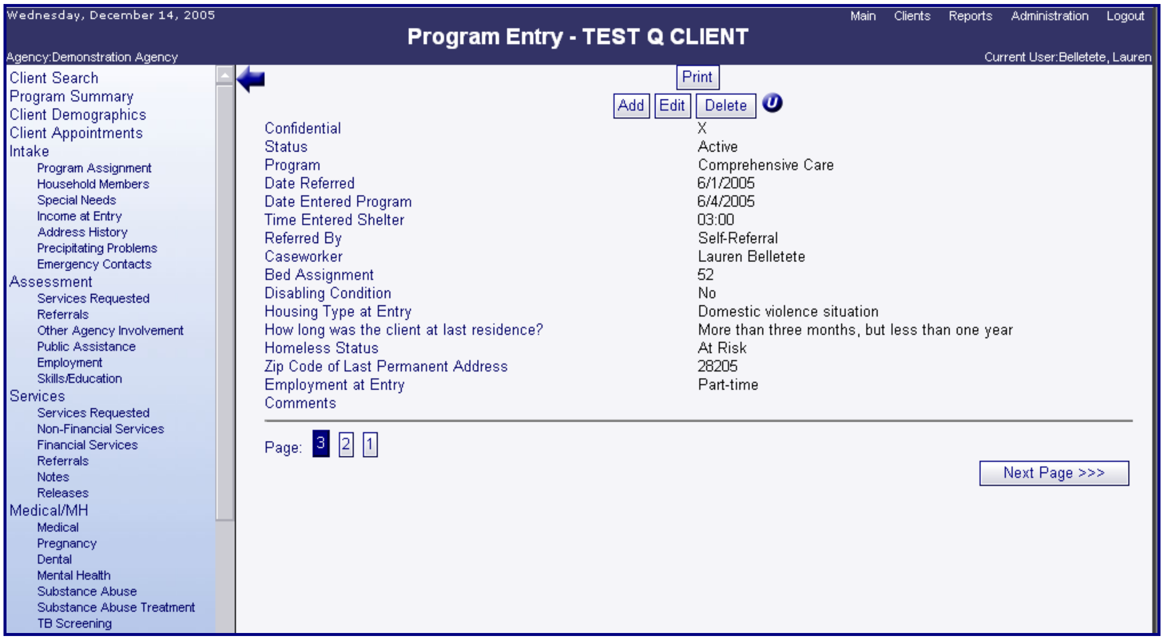
The CSN/HMIS module is a highly user customizable on-line application used by the social service industry. All sections with the exception of static demographic information maintain a complete history of the data entered and also allow record level releases. This would allow one entry to be released while keeping another confidential. This module contains all of HUD's universal data elements.

Demographic Information

General demographic information is collected including race, ethnicity, marital status, veteran status, and citizenship.

Program Intake/Exit Information

A customized intake screen is created to capture specific information required by the agency as the client applies for services or enters a program as well as when a client exits a program. This section maintains a complete history of each time the client enters a program.



Housing

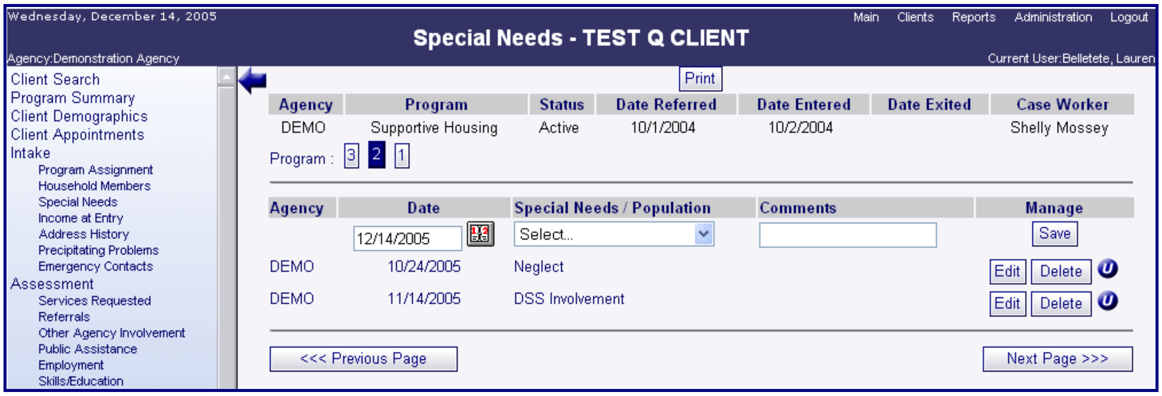
Collects address and landlord information and maintains a history file that is available to the user in reverse chronological order by date moved in. Also collects reasons for leaving address and housing type.

Veteran Information

Detailed veteran information is in compliance with HUD's universal data standards.

Special Needs

Additional needs or considerations of client including (but not limited to) HUD categories.



Precipitating Problems

The factors contributing to the client's need for services.

Other Family/Household Members

General
Each household/family member is added to the database just like a client. They can then be entered into a program without having to re-enter their personal information.
Minor Children
General demographic, special considerations, custody, school, and daycare information is collected for each child. The medical, mental health, drug/alcohol use, and legal client add-in modules are also available for children.
Other Adults
General demographic and special consideration information is collected for each adult. The medical, mental health, drug/alcohol use, employment, education, and legal client add-in modules are also available for other adults.
Cross-Reference
Each individual is cross-referenced to the Primary Applicant along with their relationship. The system automatically summarizes the number of adults and children in the household. An individual can be added as a "cross-reference only" entry to create a link without including them in the household count. A list of all other client files an individual is cross-referenced to is easily accessible.

Emergency Contacts

Emergency contact information for client with indicator for primary contact.

Family Income at Entry and Exit

Includes income from wages, AFDC/TANF, SSI, food stamps, veterans benefits, unemployment, retirement, pension and child support. Software collects expenses for housing, utilities, food, transportation, childcare, medical expenses and loans. A history is available to the user in reverse chronological order based on entry date. Calculates the Federal Poverty Level for each application based on the application year and household size.

Family Expenses

Collects expenses for housing, utilities, food, transportation, childcare, medical expenses and loans. A history is available to the user in reverse chronological order based on entry date.

Loans and Assets

Software tracks any outstanding loans and available assets for those programs requiring this information.

Public Assistance Programs

Section maintains a list of the public assistance programs that are being received or have been applied for as well as the social worker responsible, the social worker's phone number, date applied, SSDI payee and SSDI disability.

Financial Services / Fund Disbursements

All information for financial services (fund disbursements) provided to the client, family member, or household member is collected here. This includes the fund, vendor, and category of disbursement. This section may also include HOPWA related information.

Non-Financial Services

Services provided to or on behalf of the client, family member, or household member excluding fund disbursements.

Referrals

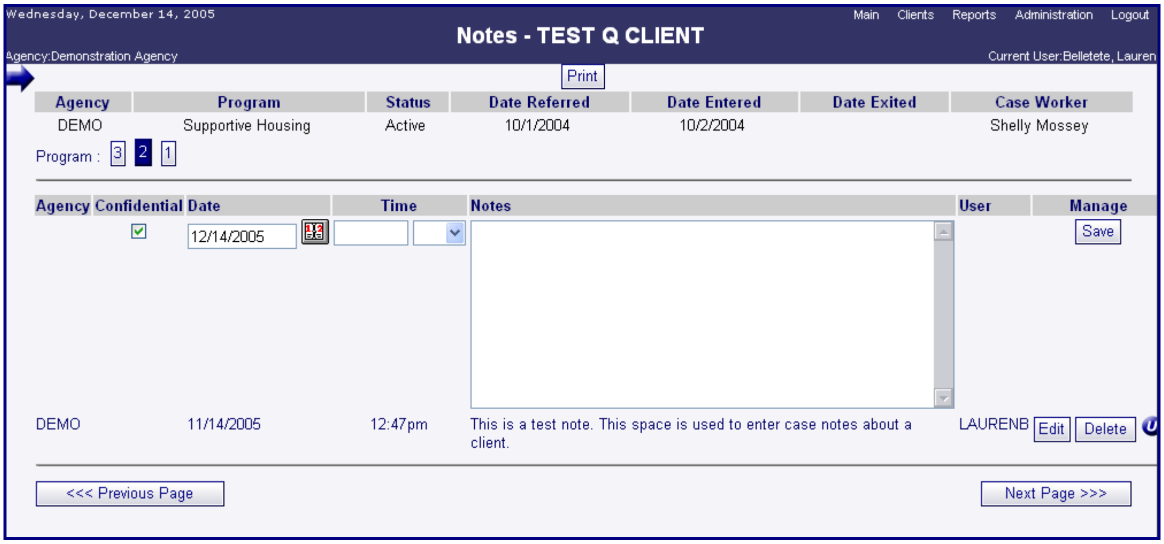
Tracks referrals to other agencies along with a notes section.

Other Agency Involvement

A list of other agencies assisting the client and the caseworker's contact information.

Progress Notes

Input field allows the interviewer/case worker the ability to enter case notes. A history is available to the user in reverse chronological order based on entry date.



Outcomes

Client appointments with agency staff including type, status, and client check-in screen. Also includes ability for staff to set appointment times for scheduling

Employment/Occupational Skills/Education

Employment History
Complete employment information including employer information, rate of pay, description of duties and reason for leaving. Also tracks whether or not the client desires employment and vocational training.
Occupational Skills and Training
Tracks computer skills, machine skills and general occupational skills
Education
Tracks highest level of education completed and college/vocational education information

Medical

General Medical History
Medical information including medical problems, treatment, medication and doctor/hospital/clinic performing treatment.
Pregnancy Information
General pregnancy information including any problems, medication, prenatal care, treatment and doctor/hospital/clinic performing treatment.
Dental Information
General dental information including any problems, medication, treatment and doctor/hospital/clinic performing treatment.
Tuberculosis Screening
Brief assessment to determine if further TB testing is needed.

Mental Health

General Mental Health History
Mental health information including diagnosis, medication, treatment and doctor/hospital/clinic performing treatment.
Assessment/Treatment Information
Tracks whether or not the client is willing to receive assessment or treatment along with a notes section.
Psychiatric Facility Admissions
The Software collects information on any psychiatric facility admissions along with a note section. A history is available to the user in reverse chronological order based on entry date.

Drug and Alcohol Use

Substance Usage History
Lists the substance used date of last use, amount of last use, date of first use.
Treatment and Assessment History
Tracks inpatient and outpatient treatment as well as clean time and meetings/aftercare. Additionally this section tracks whether or not the client is willing to receive assessment/treatment along with a note section.

Criminal/Judicial Information

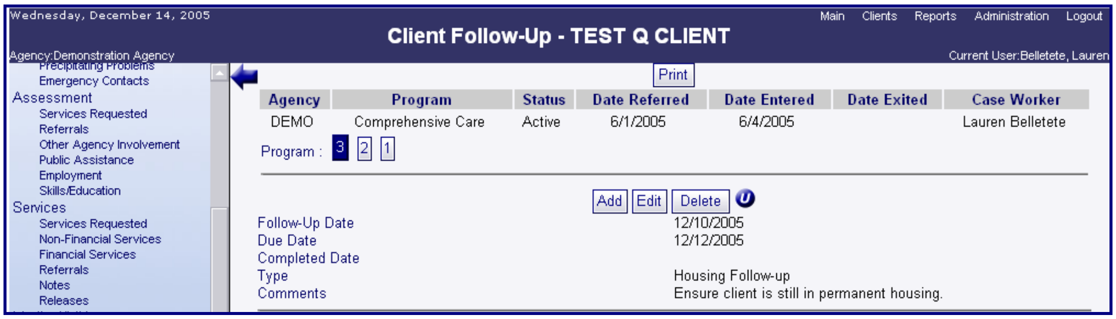
Current Litigation
Identifies any civil or criminal litigation the client in which the client is involved as a plaintiff or defendant including domestic violence cases and restraining orders.
Probation/Parole Information
Tracks probation/parole information, probation/parole officer, officer's phone number, date of contact, terms of probation/parole and notes.
Arrest History
Tracks arrest history including charge, felony/misdemeanor/, county/state of arrest, and whether or not convicted.

Appointments

Client appointments with agency staff including type, status, and client check-in screen. Also includes ability for staff to set appointment times for scheduling

Client Follow-ups

Staff can schedule a follow-up reminder that appears on the client search screen.



Facility Management

Tracks client's occupancy, fees, and payments.

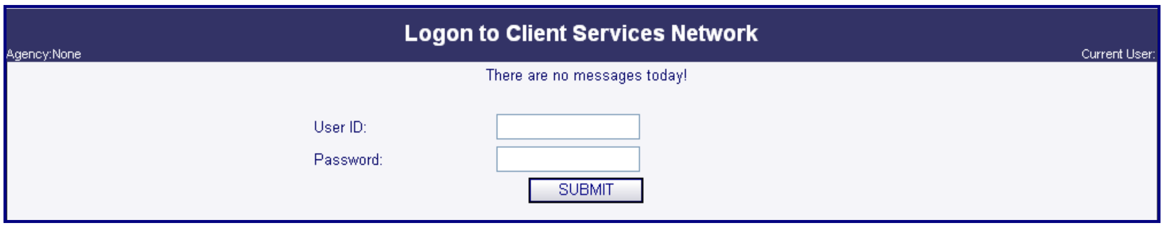
Reports

Active Clients by Caseworker or Program
Demographics Summaries
Services Summaries
Outcomes Summary
Fund Disbursement Summaries
HUD and HOPWA APRs
AHAR
Many others including custom reports

Client Services Network – General Security

User Name and Password

Users of Client Services Network have their own unique user name and a password that they are required to enter each time they log on to the application. The frequency of changing of passwords can be set to meet the security protocols of your organization.



User Group Permissions

Another security feature is the ability to create different User Groups within your organization. Every User is assigned to a User Group and each User Group has its own menu which is set up to include only screens required for that group. In addition to limiting the access to certain information, the Administrator can grant permissions of Read Only, Add, Add/Edit, Edit, and Full on each individual screen for each User Group. If a User has Edit capabilities, that User can only edit data that was entered by your organization. This feature can also be modified so that only the User who created the record originally can edit or update the record. Only a User who has Full permission to a screen can delete a record.

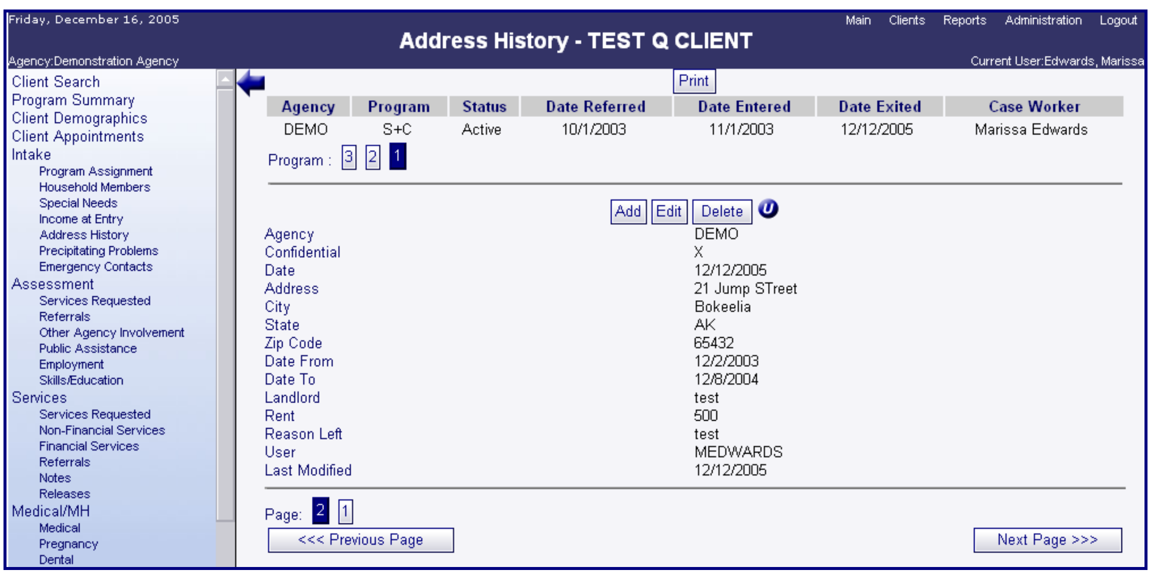
Client Services Network – Shared Environment Security

Releases

If your organization is part of a group that shares information, you can select which other organization(s) can see your data for each client by choosing to release the information. In addition you can set an expiration date for the Release. This is done at the individual client level.

Record Level Confidentiality

In addition to limiting which other organization(s) are able to see certain client files, users can make any individual record confidential within a client file. Therefore, if a user has released a file to another organization, the user can still choose to not allow certain records within that file to be shared. In the following example, this record has been marked as Confidential; therefore, no other organization will be able to see this record even if the file has been released to that organization.



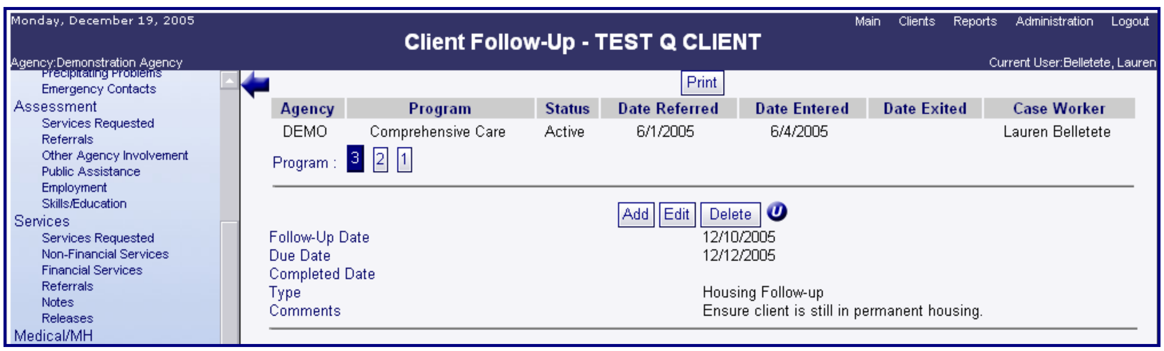
Client Services Network – Other Features

Data Entry Auditing

Every record in every table in the CSN data has the following four fields: Created By, Date Created, User ID, and Last Modified. The Created By field indicates the user who initially created that recode and the Date Created field shows the Date and Time that record was created. The User ID field keeps track of the last user to make a change to that record and the Last Modified field will indicate the Date and Time that the record was modified. This feature is excellent for internal auditing of your users' data entry.

Follow-Up

Client Services Network allows you to mark a file for a follow-up. The follow up feature will keep track of the Due Date, Completed Date and the type of follow up necessary. Files that have follow-ups that have not been completed will appear on the Client Search screen of the user assigned to that file.



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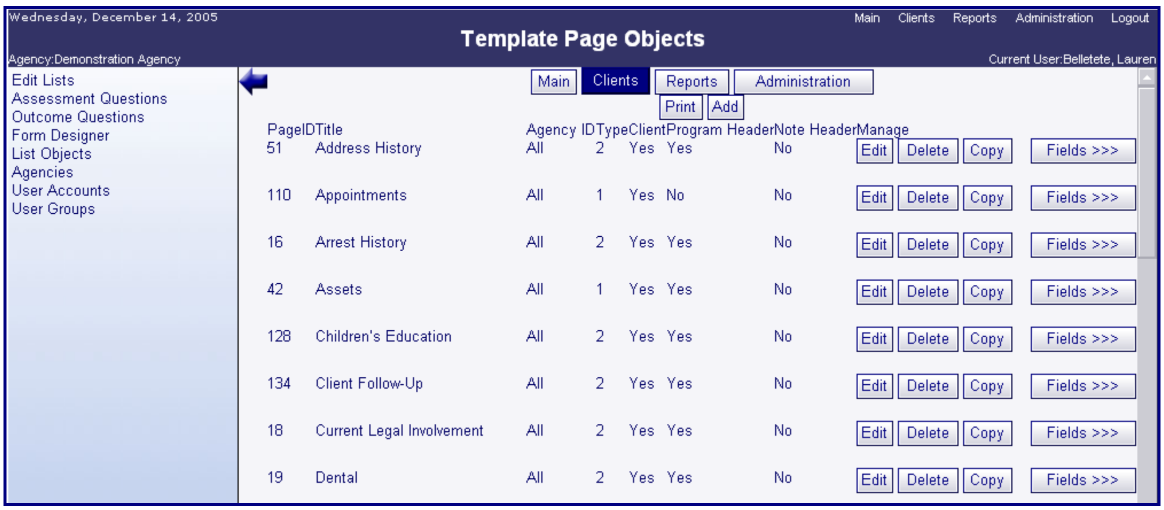
- Program Intake/Exit Information
- Housing
- Veteran Information
- Special Needs
- Precipitating Problems
- Other Family/Household Members
- Emergency Contacts
- Family Income at Entry and Exit
- Family Expenses
- Loans and Assets
- Public Assistance Programs
- Financial Services / Fund Disbursements
- Non-Financial Services
- Referrals
- Other Agency Involvement
- Progress Notes
- Outcomes
- Employment/Occupational Skills/Education
- Medical/Pregnancy/Dental
- Mental Health
- Drug and Alcohol Use/Treatment History
- Current Litigation
- Probation/Parole Information
- Arrest History
- Appointments
- Client Follow-ups
- Facility Management
- HUD/HOPWA APR
- AHAR

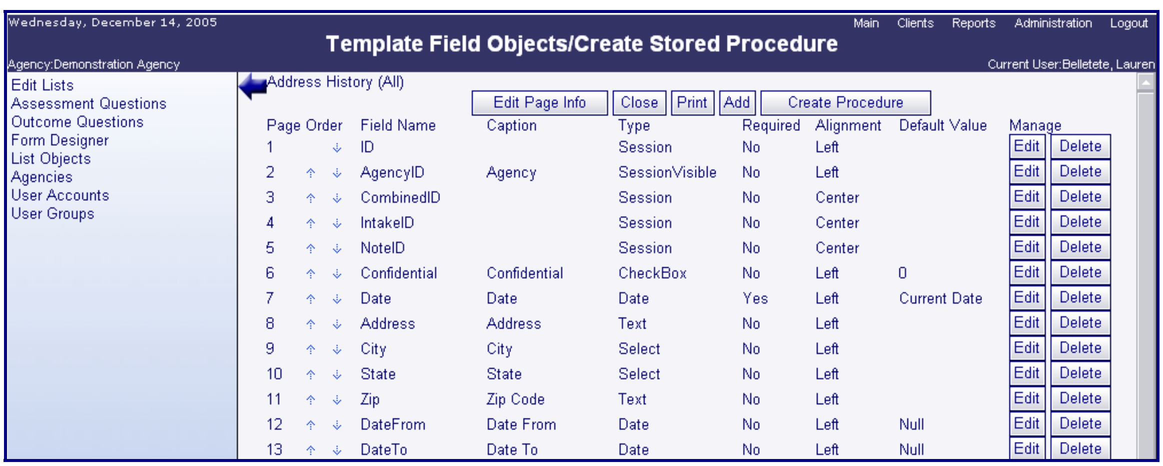
BDS Custom Application Module

This module was designed to enable organizations to create custom applications while reducing the development time and costs.

Includes:

- User security
- Custom menus
- Custom reports
- Database development
- Needs analysis
- Shopping cart





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BDS Employee Module

All sections with the exception of static demographic information, maintain a complete history of the data entered.

- Employee demographics
- Contact information
- Previous employment history
- Position and salary history
- Review history
- Benefit history
- Education
- Certifications received
- CPE / Training history
- Follow-up reminders
- Notes
- Incident reporting

BDS Business Survey and Financial Screening Module

This module was designed to assist businesses with creating customer surveys and on-line preliminary applications.

- User/company contact information
- Unlimited data entry screens
- Collect financial screening information
- Perform custom calculations
- Provide feedback to user with graphs and email